

VIEWS YOU CAN USE

mation technology to increase from \$77.6 billion in 2000 to \$101.1 billion by 2005. The primer was created to assist public managers in creating measurements and using robust evaluation methodologies to ensure that real results (i.e., cost savings and service value improvements) accrue from information technology spending.

So the Anexsys primer boils down the essence of different valuation methodologies and applies them to e-government investments. Net present value, cost benefit and effectiveness analysis, and portfolio analysis methods are each examined; formulas and decision rules reviewed; and advantages and disadvantages discussed.

Also of interest is a return on investment (ROI) template tool, which is essentially an electronic spreadsheet (using Microsoft Excel) that covers cost and benefit categories and is quite extensive. The good news is that you can download the spreadsheet over the Web site simply by registering at www.anexsys.com and not even have to get the primer. The bad news is that the examples of the template in the primer are too brief to really show its potential. It might have been better to charge more for the book and include an appendix with full-page micro-reduction of more of the template.

There is some wasted space even in this primer. A short section on using

the balanced scorecard is out of place—who knows why that is there. And an entire page with one short paragraph on benchmarking doesn't really address benchmarking (which is irrelevant anyway) but does talk about the importance of redesigning work processes before developing e-solutions. This is also a legal requirement since the Clinger-Cohen Act that truly merits more coverage.

But these are minor quibbles. The primer is a great concept and the Anexsys-Indiana-Meta group effort deserves praise. Besides, it will look better on your bookshelf than another garish yellow copy of *E-government for Dummies*. ■

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